AMI AFTER 40 YEARS
THEY'RE STILL ALL ABOUT GREAT SERVICE

AMI Information Systems is a family-owned technology company, providing software development and Managed IT services to both non- and for-profit organizations across the United States.

AMI's History

The 1980s spawned major changes in technology. IBM's PC started a software revolution with many products designed for business. So, when T. John Greenwood, founding President of AMI Information Systems, decided to start his own technology company in 1983, his timing was right. He purchased the New Jersey based company Systems Generation, Inc. (known for the NorthStar minicomputer) and planted the roots of his new company in a white, two-story house in Mount Pleasant on Washington Avenue near the current Dunkin Donuts. Within two years, he had nine employees and 32 customers and a big problem. He needed more space. So, he relocated to First Bank Southeast in Franksville where AMI quickly expanded from a one room office to the entire second floor.

Greenwood at work in his Mount Pleasant office.

By 1997, Greenwood's flourishing business demanded even more space. He returned to his Mount Pleasant roots, purchased land on what is now Corporate Drive, and built AMI's current office and headquarters at 8348 Corporate Drive.

About this time Greenwood needed to replace an employee and invited his son Jason, who had just finished high school to join the business. "When I started working here," recalls Jason, "it was dumb terminals and dot matrix printers. That all changed for us was when we began installing personal computers at Credit Unions around the country."

AMI Information Systems in full fall color.

In 2019, after working at AMI for over 25 years in every area of the business, Jason Greenwood was elected to the role of President of AMI. T. John remains the Chairman of the Board and is enjoying all that retirement has to offer.

Why AMI Grew

Today, colorful pins on a map in AMI's conference room mark the locations of nearly 200 customers from Colorado, California, Idaho and Texas in the west to a concentration around southeast Wisconsin and Chicago to a heavily pinned area of companies in the East. This spread across the US was fed by AMI's early focus on financial institutions. Since they are held to high standards of security requiring more sophisticated programs, AMI found themselves in a very good spot to expand. The depth of experience gained in serving financial institutions empowered AMI to deliver top-tier Managed IT services, with a focus on security and sophistication, to industries like healthcare, insurance, legal, and manufacturing enterprises. All benefited from AMI's technical expertise and a focus on top level service.

Focus on Service

"Our expertise is critical. Yet at the end of the day, it is still all about service," says Jason. "In fact, I'm convinced our customer satisfaction today is so good because of long term staff members and our approach to service. There is no red tape to frustrate a customer. When a customer calls, our people address the need or redirect to the AMI expert who can."

It's this level of dedicated service that AMI's 35 employees provide from the tech company's two locations— Mount Pleasant and Dayton, Ohio. And when it comes to disaster recovery, AMI's culture of service really kicks in. Jason recalls 2005 and Hurricane Katrina's deadly impact, including the financial institutions AMI supported. "That's people's money at the Credit Union, so when disaster struck, we had to work fast. We sent off physical machines to replace those lost in the flood. That way tapes taken home for safe keeping could be loaded to delivered machines. We had financial institutions up and running in 24 hours. Today, if disasters like that happen, getting things running again is a whole lot easier; it's just the flip of a switch to access information at another one of our data center locations."

Culture of Service

AMI's customers include nonprofits like Veteran's Outreach of Wisconsin, the Racine Family YMCA and RADD. These organizations use AMI's Managed IT services to keep their operations running smoothly. Racine Family YMCA is a recent nonprofit success story. An outdated Microsoft exchange server needed to be replaced with a cloud-based solution. "They also liked our commitment to personalized service which we provide at very reasonable cost," says Jason.

AMI takes pride in their 2019 Milwaukee Business Journal Future 50 Award and their annual presence on its 25 Largest Software Companies list. But they take even more pride in what they do to help the local community: supporting The United Way, donating funds to create the Greenwood Family Playground in Mt. Pleasant's Campus Park, and providing annual

Racine Family YMCA's Interim Director Liz Enhoff thanks Joe Grauwels for AMI's friendly and responsive service.

Playground donated by AMI's founder, T. John Greenwood.

support for and leadership of the Splash & Dash Polar Plunge. This effort alone has raised over $250,000.00 to support H.A.L.O, Hospitality Center, and Racine County Food Bank. When Jason says, "At the end of the day, it's still all about service," he and AMI mean it.

RAMAC member since 2014.

Services AMI provides:

➤ Managed IT Services
➤ Desktop Maintenance & Support
➤ Printer Support and Preventative Maintenance
➤ Network Equipment Maintenance
➤ Server Maintenance and Support
➤ Offsite Server Backup and Recovery
➤ Active Directory Authentication
➤ Microsoft 365
➤ VPN Management
➤ SIEM (Security Information and Event Management)
➤ Network Penetration Testing
➤ Cloud Continuity PC Backups
➤ Threat Advice Cyber Security Education/Phishing Simulator